Cleaning Pro Group LLC

Privacy Policy, SMS Terms and Website Terms of Use

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This document contains three parts that together govern your use of our website and our communications with you: **Part A - Privacy Policy**, **Part B - SMS / Text Messaging Terms**, and **Part C - Website Terms of Use**. By using www.cleaningprogroup.com (the "Website"), contacting us, or opting in to receive text messages from us, you acknowledge that you have read this document.

PART A - PRIVACY POLICY

Cleaning Pro Group LLC ("Cleaning Pro Group," "CPG," "we," "us" or "our") respects your privacy. This Privacy Policy explains how we collect, use, share and protect personal information when you visit the Website, contact us, request a quote, receive our services, or receive text (SMS) messages from us.

1. Who we are

Cleaning Pro Group LLC is a commercial cleaning and janitorial services company located at 2403 Washington St., Waller, Texas 77484. We are the controller of the personal information described in this Policy. You can reach us at office@cleaningprogroup.com or [company phone number]. This Policy does not apply to third-party websites or services that we link to but do not control.

2. Information we collect

Category	Examples	Source
Contact information	Name, job title, company name, business address, email address, phone number (including mobile number)	You, through forms, email, phone, text or in person
Service and facility information	Facility address, square footage, cleaning scope, schedules, access and security instructions, walkthrough notes	You and your authorized representatives
Communications	Emails, text messages, call notes, quote requests, feedback and complaints	You
Consent records	Date, time, method and wording of your consent to receive text messages, and any opt-out requests	You, through our forms or by text reply
Business and billing information	Billing contact, invoices, payment status (we do not store full payment card numbers)	You and our accounting provider
Technical information	IP address, browser type, device information, pages visited, referring site (cookies and similar technologies)	Automatically when you use the Website

We do not knowingly collect sensitive data, as defined in the Texas Data Privacy and Security Act, such as precise geolocation, health information, or government identification numbers, through the Website.

3. How we use your information

- **To provide services:** prepare quotes and proposals, schedule walkthroughs, perform and manage cleaning services, and handle service requests and complaints.
- **To communicate with you:** respond to inquiries and send service, scheduling and account notifications by email, phone or text message, and, only with your consent where required, send information about our services.
- **To run our business:** invoicing, record keeping, quality control, staff scheduling and legal compliance.
- **To improve the Website:** analytics, performance and security.
- **To protect rights and safety:** prevent fraud, enforce our agreements and comply with law.

We may use automated tools, including artificial intelligence systems operated on our behalf, to help organize communications, draft responses and prepare proposals. A member of our team reviews proposals and contracts before they are sent. We do not use automated tools to make decisions that produce legal or similarly significant effects about you.

Cookies. You can set your browser to refuse or delete cookies; some parts of the Website may then not work as intended.

4. How we share information

We do not sell your personal information, and we do not share it for targeted advertising. We share personal information only as follows, and **never including text-messaging opt-in data or consent** (see Part B):

- **Service providers** that help us run our business under confidentiality obligations, such as website hosting, email, cloud storage, customer relationship management, accounting, messaging delivery and software (including AI) providers. They may use your information only to perform services for us.
- **Our cleaning personnel and subcontractors**, limited to the facility, schedule and access information needed to perform your services.
- **Legal and safety reasons:** to comply with law, a subpoena or court order, or to protect the rights, property or safety of Cleaning Pro Group, our clients, employees or others.
- **Business transfers:** in connection with a merger, acquisition or sale of all or part of our business, subject to this Policy.
- **With your consent** or at your direction.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All of the categories of sharing described above exclude text

messaging originator opt-in data and consent; this information will not be shared with any third parties.

5. Your privacy rights (Texas residents)

Subject to the Texas Data Privacy and Security Act and other applicable law, you may request to:

- confirm whether we process your personal data and access it;
- correct inaccurate personal data;
- delete personal data you provided or we obtained about you;
- obtain a copy of your personal data in a portable format; and
- opt out of the sale of personal data, targeted advertising, or profiling that produces legal or similarly significant effects (we do not engage in these activities).

To make a request, email office@cleaningprogroup.com with the subject "Privacy Request" or write to us at the address in Section 1. We will verify your identity and respond within 45 days, which we may extend by an additional 45 days when reasonably necessary, with notice to you. If we decline your request, you may appeal by replying to our decision with the subject "Privacy Appeal"; we will respond within 60 days. If your appeal is denied, you may contact the Office of the Texas Attorney General at www.texasattorneygeneral.gov. We will not discriminate against you for exercising your rights.

6. Data security

We use reasonable administrative, technical and physical safeguards to protect personal information, including access controls, encryption in transit and limiting access to people who need it. No method of transmission or storage is completely secure, and we cannot guarantee absolute security. If a breach of system security affects your sensitive personal information, we will notify you as required by Texas law.

7. Data retention

We keep personal information only as long as needed for the purposes in this Policy, including to provide services, meet legal, tax and accounting requirements, and resolve disputes. SMS consent and opt-out records are kept as described in Part B.

8. Children

Our Website and services are intended for businesses and adults. We do not knowingly collect personal information from children under 13. If you believe a child has provided us information, contact us and we will delete it.

9. Changes to this Policy

We may update this document from time to time. We will post the updated version on this page with a new "Last updated" date. If we make material changes to how we use or share personal information, we will provide notice on the Website before the change takes effect.

PART B - SMS / TEXT MESSAGING TERMS

These SMS Terms govern the Cleaning Pro Group text messaging program. By opting in, you agree to these terms.

1. Program description

Cleaning Pro Group LLC sends text messages about quotes, walkthrough and meeting scheduling, appointment reminders, service updates, service issues and customer care. We do not send promotional or marketing text messages unless you have separately and expressly agreed to receive them.

2. How you opt in

You consent to receive text messages from Cleaning Pro Group by: (a) checking the unchecked SMS consent box on a form on our Website; (b) giving verbal or written consent to a Cleaning Pro Group representative, who records it; or (c) texting us first and confirming when we ask for your consent. **Consent to receive text messages is not a condition of purchasing any goods or services.**

When you opt in on our Website, you agree to the following statement:

> By checking this box, I agree to receive text messages from Cleaning Pro Group LLC at the mobile number provided about quotes, scheduling, appointment reminders, service updates and customer care. Message frequency varies. Message and data rates may apply. Reply STOP to opt out at any time; reply HELP for help. Consent is not a condition of purchase. See our Privacy Policy and SMS Terms at www.cleaningprogroup.com/privacy-policy.

3. Message frequency and cost

Message frequency varies based on your service activity. Message and data rates may apply according to your mobile carrier plan. We do not charge for text messages.

4. Opting out and help

Reply **STOP**, **END**, **CANCEL**, **UNSUBSCRIBE** or **QUIT** to any message to stop receiving texts. We will send one final message confirming your opt-out and will not send further texts unless you opt in again. Reply **HELP** for help, or contact us at office@cleaningprogroup.com or [company phone number].

5. Carriers and delivery

Wireless carriers are not liable for delayed or undelivered messages. Delivery depends on your carrier and device, and messages may not be delivered if you are out of coverage or your device is off.

6. Records of consent

For every person who opts in, we keep a record of the mobile number, the date and time of consent, the method (Website form, verbal or written consent, or text reply), the consent wording shown or read, the page URL or the representative's name, and the IP address for Website

opt-ins. We also record every opt-out with its date and time. We keep these records for at least five (5) years after your last message or opt-out.

7. Privacy of mobile information

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties. We share your mobile number only with the service providers that deliver our text messages, such as our messaging platform provider and wireless carriers, solely to send the messages you requested. See Part A for our full Privacy Policy.

8. Changes

We may change these SMS Terms by posting an updated version on this page. If you continue to receive messages after the update, you accept the changes; you may opt out at any time by replying STOP.

PART C - WEBSITE TERMS OF USE

1. Use of the Website

You may use the Website for lawful purposes related to learning about and requesting our services. You agree not to interfere with the Website, attempt unauthorized access, or submit false or another person's information.

2. Information on the Website

Website content is for general information only. Quotes, proposals and services are governed by the written proposal or service agreement signed by Cleaning Pro Group and the client, which controls over anything on the Website.

3. Intellectual property

The Website content, including text, logos and images, belongs to Cleaning Pro Group LLC or its licensors and may not be copied or used without our written permission.

4. Disclaimer and limitation of liability

THE WEBSITE IS PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, TO THE FULLEST EXTENT PERMITTED BY LAW. CLEANING PRO GROUP IS NOT LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM YOUR USE OF THE WEBSITE. NOTHING IN THESE TERMS LIMITS LIABILITY THAT CANNOT BE LIMITED UNDER APPLICABLE LAW.

5. Governing law

These terms and this document are governed by the laws of the State of Texas, without regard to conflict-of-law rules. Any dispute arising from use of the Website shall be brought in the state or federal courts located in Waller County or Harris County, Texas, unless otherwise required by law.

CONTACT US

Cleaning Pro Group LLC
2403 Washington St., Waller, TX 77484
Email: office@cleaningprogroup.com
Phone: [company phone number]